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|  | **POST TITLE:** | **ICT Support Apprentice** |
| 1. **2.** | **POST NUMBER:** | ICT |
| 1. **3.** | **GRADE:** | £111.10 per week |
|  | **LOCATION:** | You may be required to work at any local authority office in County Durham |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post.

**DBS:** This post is subject to a DBS Enhanced Disclosure.

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will be accountable to one of the Operations Team Leaders

1. **DESCRIPTION OF ROLE:**

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties listed below.

To work as a ICT support modern apprentice. The role will develop the skills and competencies of post holders to provide high level ICT support.

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the primary areas of development for the role :-

* To develop the post holders knowledge and skills to install, connect, support, maintain, repair and manage ICT hardware, software and peripheral equipment and provide technical support to customers and ICT staff
* The post holder will collect and deliver materials and equipment for our customers as required.
* To develop the post holder to take ownership of and resolve user incidents and be proactive when dealing with user issues.
* To develop post holder skills in maintaining a high degree of customer service for all support queries and adhere to all service management principles.
* To develop post holder knowledge and skills relating to first and second line ICT support.
* To develop post holder knowledge and skills in updating call logging systems in accordance with the requirements of the service.
* To develop post holders knowledge and skills to maintain accurate manual and electronic records relating to all work carried out and produce relevant documentation where appropriate.

The generic responsibilities which will be undertaken in support of the above work include the following (if applicable)

* To develop individuals to be proactive, to be able to work both in a team and sometimes alone.
* To develop individuals ability to work logically and methodically, often under pressure to set deadlines.
* To develop individuals attention to detail and the ability to deliver what is required, when it is required
* To develop individuals to be open to change and focus on the requirements of the business at all times.
* To develop individuals to contribute to the analysis of service delivery with a view to improving service delivery.
* To develop individuals to have a flexible approach to work and to assist other staff and ensure that the needs of the customer are met.

**Communications**

* Observe and adhere to the communications standards in operation within the Service.

**Performance management**

* Meet agreed performance standards in relation to the post.
* Ensure work carried out by the Group follows agreed procedures.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To develop individuals understand of quality systems and to develop behaviours consistent with delivery of high standards of service delivery.

9.2 **Professional Practice**

To develop individuals to ensure that professional practices are carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.3 **Health and Safety**

To develop the individuals understanding of Health and Safety policy, practices and procedures. To develop the individuals skills and knowledge to ensure that the Health and Safety of themselves and colleagues in accordance with councils policies

9.4 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.5 **Equality and Diversity**

To develop individuals understanding of equality and diversity. To understand the need of individual customer and to work to ensure all customer receive a high standard of ICT service .

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

These policies apply to all employees of Durham County Council.

9.6 **Confidentiality**

To develop individuals skills and knowledge in dealing with confidential information. All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.7 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * 4 GCSE’s or equivalent |  | * Application form * Selection Process * Pre-employment checks |
| Experience | 1. Knowledge of one of the following areas  * ICT Hardware and Peripherals. * Word processing. * Spreadsheets. * Databases. * Internet. * Operating Systems. | * Knowledge of typical support duties of an ICT service. | * Application form * Selection Process * Pre-employment checks |
| Skills/knowledge | 1. ICT Skills. 2. Ability to analyse and solve problems. 3. Have an interest in both hardware and software. 4. Willingness to work as part of a team 5. Ability to communicate effectively, both orally and in writing 6. Commitment to quality 7. Commitment to customer services | 1. Ability to plan and organise work 2. Ability to travel between sites. 3. Enjoy working to deadlines and under pressure. | * Application form * Selection Process * Pre-employment checks |
| Personal Qualities | * Pleasant manner when dealing with colleagues and customers * Tactful, discreet * Flexible approach * Willingness to learn * Enthusiastic, self - motivated | * Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance) | * Application form * Selection Process * Pre-employment checks |